

# 2020 Annual Survey Results

We would like to thank all of our respondents who took part in our Annual Survey.

Below is a brief summary of the results and management have been given the full results for evaluation.



764 respondents took part in our 2020 survey.



98% of respondents agree that **residents felt safe, welcomed and at home.**



98% of respondents agree that **our management teams are easy to approach regarding concerns.**



93% of respondents are **satisfied with the overall care received.**



96% of respondents are **satisfied with our domestic services.**



While all **residents felt they were well cared for** during the COVID-19 lockdown period between 25 March - 12 May 3% found the experience upsetting.



96% of respondents are **satisfied that our gardens and grounds are well maintained.**



98% of respondents were **satisfied with our recreation/activities provided.**

# 2020 Annual Survey Results

Some additional comments and feedback



"The staff are amazing and the care is personal. I don't feel like mum is just a number. They all know her, her needs and all have a laugh and joke which makes her feel involved".



"Staff are caring, compassionate people who care for the residents most efficiently in a warm and friendly manner".



"I feel like this is my family, I feel safe and involved. There are caring staff".

Respondents thought we could improve on these services



We received some comments about our meals and this feedback is something that we will be working hard with our staff to rectify. Our meals are nutritionally balanced and meet the dietary needs of our residents, but we need to continue to expand them.



While our domestic service received a good result we received comments regarding the laundry service. This is always a very personal issue and we will be working on closer consultation with our residents on this issue.



We had feedback about residents continuing their interests and social contact in the community. It is important for our residents to make the most of their home and we will be expanding our activities.